SCHEDULE 4.4 – ASSET UPGRADE AND REFRESH

COUNTY OF SAN DIEGO/HP ENTERPRISE SERVICES, LLC   IT AND TELECOMMUNICATIONS SERVICE AGREEMENT
AMENDED & RESTATED VERSION 02

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1.   METHODOLOGY

Contractor will provide the technology management and upgrade/refresh services necessary to maintain all hardware and Software used by the County in connection with the Services at manufacturers' current levels and releases to meet the County's ongoing functional and performance requirements and to maintain a current, stable, and productive working environment.

Contractor will perform asset refreshes and upgrades as follows:

(a)   Contractor will conduct hardware refreshes on all hardware assets provided by the Contractor (including Purchased Assets) based on cycles described in the appropriate Service Framework sections of Schedule 4.3. Unless otherwise indicated in Schedule 4.3, a "hardware refresh" means a complete, full box replacement, (i.e., a new serial number). Certain exceptions apply, as more fully described in Schedule 4.3.

(b)   Contractor will maintain currency on all Software assets provided by Contractor (including any Purchased Assets that are Software) and will upgrade such Software assets to the latest commercially available version of the Software no later than one (1) year after the release date, unless otherwise approved by the County.

(c)   Notwithstanding anything in part (b) above to the contrary, Contractor will promptly provide all security patches, service packs and other maintenance releases for Software provided by Contractor (including any Purchased Assets that are Software) as soon as such patches, packs or releases are made commercially available.

	Contract Year												
	1		2		3		4		5		6		7	
	R	U	R	U	R	U	R	U	R	U	R	U	R	U
Standard PC	25%	100%	25%	100%	25%	100%	25%	100%	25%	100%	25%	100%	25%	100%
CWS/CMS PC		100%		100%		100%		100%		100%		100%		100%
CalWin PC		100%		100%		100%		100%		100%		100%		100%
Laptops	33%	100%	33%	100%	33%	100%	33%	100%	33%	100%	33%	100%	33%	100%
Tablets	33%	100%	33%	100%	33%	100%	33%	100%	33%	100%	33%	100%	33%	100%
Wintel Application Servers	100%		20%		20%		20%		20%		20%		20%	
Infrastructure Servers**	100%		20%		20%		20%		20%		20%		20%	
UNIX Servers	100%		20%		20%		20%		20%		20%		20%	
Mainframe*	100%			50%				50%			100%	50%		
VMS Servers	20%		20%		20%		20%		20%				20%	
PBXs	20%	100%	20%	100%	20%	100%	20%	100%	20%	100%	20%	100%	20%	100%
Data network equipment (e.g. routers, switches, hubs)	20%		18%	3%	20%		20%		20%		13%	8%	20%	
Security Services assets (e.g. firewalls, intrusion prevention)	20%		20%		20%		20%		20%		20%		20%	
Installed storage*	100%						100%						100%	
e-mail services***	100%						100%						100%	

R=full replacement
U= Upgrade with additional
functionality
as described in Schedule 4.4

*Shared Data Assets will be refreshed depending upon the refresh cycle at the time of transition
*Mainframe Software upgrades are provided based on the Manufacturers release schedule, roughly every 18 months.
*Disk drives are refreshed every 3 years, processor every 5 years.
**Infrastructure Servers will be consolidated at time of transition. Refresh volume reflects 20% of 176 total servers.
***e-mail: software is typically upgraded every 3 years based upon software releases, and the servers will be refreshed every 3 years.

END OF SCHEDULE